

## COMMENTS QUICK REFERENCE CHART

Comments are recorded to provide additional information, to clarify information entered in FAMIS, and to support any action taken on a case. Comments are made for any information that was previously recorded on paper forms. Detail information entered in FAMIS and comments must be able to support all actions taken or decisions made.

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Three I's – Interview, Identity, and IMES	CC/FS	FM3Z – Eligibility Unit Member Role	Record the type of interview, how identity was verified, and information regarding IMES. These can be made in one comment per application, if the title indicates all three are contained in the comment.
Household management for very low or zero income FS EUs	FS	FM3Z – Eligibility Unit Member Role	Record how the EU manages with very low or zero income.  <b>EXAMPLE</b> – “EU has no income, expenses, or resources; stays with friends or at shelters. Verified by TC to collateral Jim Davis at Salvation Army, 888-0000.”
Changes known/reported at FS application but not yet entered in FAMIS	FS	FM3Z – Eligibility Unit Member Role	Set a reminder to check information known or reported at application. The comment on this screen should contain information known or reported and should support the reminder.  <b>EXAMPLE</b> – Courtney reported on 6/2/03 application that Kurt will move to another EU when school starts in August. Reminder set to verify EU composition in August, so possible action can be taken on simplified reporting EU.”
FS mail-in application is received	FS	FM3Z – Eligibility Unit Member Role	Record that the IM-31 APPOINTMENT LETTER/REQUEST FOR CONTACT is sent, and the date and time of the appointment.
FS missed interview	FS	FM3Z – Eligibility Unit Member Role	Record that the first interview was missed and the IM-31M NOTIFICATION OF MISSED INTERVIEW is sent.
FS application made more than 60 days prior to the end of the current certification	FS	FM3Z – Eligibility Unit Member Role	Record that the application is desk rejected and an IM-112 ACTION TAKEN ON YOUR FOOD STAMP CASE is sent.



Resources	FS	FMW0 – Liquid Resource FMW1 – Prepaid Burial FMW3 – Vehicle FMW2 – Personal Property FMW4 – Real Property	Record verification used if other than client statement, descriptions of joint ownership, and any other information necessary to explain how the information affects eligibility.  <b>EXAMPLE</b> – “CD value verified by FA302 Financial Information Request from First Bank. Verification was requested as value declared by EU was near FS resource limit.”  <b>EXAMPLE</b> – “Mr. Shaw jointly owns land with brother, who does not agree to sell the property. Property is considered inaccessible.”
Non-citizens	FS	FMML – Non-Citizen Information	Record additional information contained on the document/verification that is not recorded on the Non-Citizen Information screen. If the EU chooses to not consent to sponsor contact or declines to declare status, record that decision. Record information obtained through SAVE and the date obtained.
Social Security Number	FS	FMAS – SSN Information	Record the hard copy verification if used, if the EU member chooses not to provide SSN, proof of application for SSN provided or verified, or good cause for not applying or providing SSN.
Declarations	FS	FMMN – Declaration Detail	Record sources of information and verification used other than client statement.
Job quit/Work effort reduction	FS	FMMN – Job Quit Detail	Record sources of information and verification and whether or not good cause exists.
Employment Assessment	FS	FMMS – Employment Assessment	Record information regarding the individual's current work assessment status code, good cause determination, the source(s) of non-compliance information, and when an individual who wishes to comply with DWD to end a sanction is referred to DWD using the IM-311 form.
Sanctions and disqualifications	FS	FMAM – Sanction/ Disqualification	Record a summary of circumstances causing person to be sanctioned or disqualified and other information not captured on the screen itself.  <b>EXAMPLE</b> – “Terri is disqualified for IPV; did not report employment at Federal Reserve Bank on applications dated 12/6/02 and 6/10/03.”

Authorized representative	FS	FMMP – Representative	Record information regarding the authorized representative type and role, and information regarding contacting the EU for a fraud exception.
Simplified reporting EU – interim actions (including disregarded actions)	FS	FM3H – Action Authorization	Record whether or not the action was disregarded, and why.  <b>EXAMPLE</b> – “Amber’s SSA income change is verified upon receipt. Closing action is not disregarded.”  <b>EXAMPLE</b> – “Joshua started working, not verified upon receipt. Since simplified reporting EU, adverse action disregarded.”
Address change - EU (see also “Expenses”)	CC/FS	FM3Z – Eligibility Unit Member Role	Record information regarding the reported address change and whether or not a change in shelter expenses was reported.
Address change – CC providers	CC	FMFA – Resource Information	Record the date of the address change.  <b>EXAMPLE</b> – “Provider reported address change to 123 Main St. Anytown, MO 61234 on 3/29/04. Move effective 3/26/04.”
Worker initiated actions: <ul style="list-style-type: none"><li>• WIAP</li><li>• WICL</li><li>• WINC</li><li>• WIRJ</li><li>• WMCR</li><li>• WRJP</li></ul>	CC/FS	FM3H – Action Authorization	Record why the worker initiated the action.  <b>EXAMPLE</b> – “EU did not respond to the RFC. Worker initiated closing for failure to cooperate authorized 10/8/03.”  <b>EXAMPLE</b> – “Worker contacted by caseworker in Kansas on 10/20/03, stating that entire EU has moved out of Missouri and applied for food stamp benefits in Kansas. Worker initiated closing authorized 10/20/03.”
Cancel close/cancel reject	CC/FS	FM3H – Action Authorization	Explain the circumstances leading to the cancel close/cancel reject, including when information was reported, when verification was received, etc.
Adverse action	CC/FS	FM3H – Action Authorization	Explain why the adverse action was created. FAMIS displays only one reason for the action while there may be multiple reasons.  <b>EXAMPLE</b> – “Caleb (child) moved out of home 10/10/03, Temporary Assistance grant reduced for November 2003.

			<p>Benefit reductions for November 2003 for FS and CC cases.”</p> <p><b>EXAMPLE</b> – “SDX verifies that Shannon started receiving SSI October 2003. As change is verified upon receipt, previously disregarded info (Kevin began working 08/15/03) is now considered. Closing FS EU effective November 2003.”</p>
Adverse action status is changed	CC/FS	FM3Z – Eligibility Unit Member Role	<p>Record information regarding adverse action status changes entered on the Action Resolution screen FM50:</p> <ul style="list-style-type: none"> <li>• a hearing request in which the EU wishes to continue receiving benefits at the current level, so the pending adverse action is placed on hold (HOL);</li> <li>• the agency is affirmed in a hearing and the adverse action status is changed to AUP; and</li> <li>• the adverse action is voided (VOI) due to a change in EU circumstances, the action was created in error, or the agency is reversed in a hearing.</li> </ul>
WIBCA	FS	FMXP - WIBCA Budget	Record how the information was verified, the calculation and final amounts of income and expenses used, why there is no underpayment or overpayment if applicable, etc.
Replacement benefits	FS	FM5J – Payment Maintenance	Record the reason a replacement was made to the EU, and note any hard copy documentation (such as Form IM-110 and verification of loss).
Forms that are completed offline	CC/FS	FM3Z – Eligibility Unit Member Role	<p>Record information regarding forms that are completed offline, the reason for the form, and the outcome.</p> <ul style="list-style-type: none"> <li>• An IM-110 STATEMENT OF LOSS/ REPLACEMENT REQUEST is received and the county office decision to replace or deny,</li> <li>• An IM-113 REPLACEMENT REQUEST/AFFIDAVIT FOR FOOD STAMP BENEFITS LOST FROM AN EBT ACCOUNT is received and the state office decision to replace or deny and the notice sent to the EU;</li> </ul>

			<ul style="list-style-type: none"> <li>• An IM-31 APPOINTMENT LETTER/REQUEST FOR CONTACT is sent and the reasons it was sent; and</li> <li>• Any other form completed offline with no corresponding entries made in FAMIS.</li> </ul>
General comments – reported changes – etc.	CC/FS	FM3Z – Eligibility Unit Member Role	<p>Record a general comment including what was reported and any other relevant information that is not captured or recorded elsewhere. The comment should not repeat information recorded on other screens, but should give enough information about the action that anyone reading the comment will know where to look in FAMIS for detailed information. For child care, record employment plan per 1210.020.00 Eligible Need for Care.</p> <p><b>EXAMPLE</b> – “Sid and his income left EU 9/30/03. Nancy now paying shelter expenses.”</p> <p><b>EXAMPLE</b> – “Hearing reversal received 9/26/03 regarding shelter expense. Shelter expense now included.”</p> <p><b>EXAMPLE</b> – “Employment plan received 9/25/03. Jennifer will complete job training 12/04 and obtain work in her field by 2/05.”</p>
Child care hours of need	CC	FM3O – Child care authorization	<p>Record comments explaining hours of need that are not readily apparent when looking at CCNEED (FMAC) screen.</p> <p><b>EXAMPLE</b> – “Parent works 5 days per week, 4.5 hours per day, from 2:00 p.m. to 6:30 p.m, weekdays only. Transit time from child care facility to work is .5 hour, so child needs care from 1:30 p.m. to 7:00 p.m. Need for care is 23 full evening units per month.”</p>
Resource directory	CC	FMFB – Select Resource	<p>Record comments about every FOL, OPU, or OPL provider’s compliance with RsMO 210.025. Record name, social security number and date of birth for all household members over 18 years of age, as well as whether their background screening was clear or disqualifying. Record compliance with all aspects of registration: background screening, TB test, fire and safety status, etc. Record hearing and review reversals.</p>